

ADMINISTRATION MANUAL



HEALTH INSURANCE

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This manual has been designed as a guide to assist in the proper administration of the Public Employee Health Insurance Program. It is intended for use by Insurance Coordinators, agency personnel and contracted insurance carriers. All sample letters are available on the Office of Public Employee Health Insurance's (OPEHI) website. Insurance Coordinators may download the letters from the website and customize for the individual agency's use. If the Insurance Coordinator does not have access to the website, please contact the OPEHI's Member Services Branch.

Contact Information

Personnel Cabinet
Office of Public Employee Health Insurance (OPEHI)
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Data Analysis Branch
(502) 564-9097
(502) 564-0364 (Fax)

Enrollment Information Branch
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Member Services Branch
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Website

<http://personnel.ky.gov/opehi.htm>

What is the OPEHI and what are its duties?

Established on September 16, 2000, the Office of Public Employee Health Insurance (OPEHI) has been instrumental in enabling the Personnel Cabinet to meet its statutory duties and responsibilities in the area of health insurance, as well as the needs of approximately 226,000 health insurance participants and 15,000 state employees with flexible spending account coverage. The OPEHI is comprised of the Data Analysis Branch, the Enrollment Information Branch and the Member Services Branch. The Office of Public Employee Health Insurance has created a more customer-focused organization, which provides a more efficient, effective, and responsive service to its members.

Data Analysis Branch – analyzes, evaluates, and interprets health insurance data from all available sources and prepares reports based on the data for distribution to appropriate individuals within and outside the Personnel Cabinet.

Enrollment Information Branch – develops and maintains a current database of employee health insurance information on all participants in the Public Employee Health Insurance Program, as well as for other related health insurance services.

Member Services Branch – is responsible for: (a) providing customer service to the Personnel Cabinet's various constituencies, (i.e., the citizens of the Commonwealth of Kentucky and the employees of state government, local boards of education, health departments, and certain quasi-agencies); (b) working with the open enrollment process to improve its administration; (c) furnishing member education with regard to the Public Employee Health Insurance Program; and (d) performing other related health insurance functions.